

## STATE OF SOUTH CAROLINA

## (Caption of Case)

Application of Utilities Services of  
South Carolina, Inc. for adjustment of  
rates and charges and modifications to  
certain terms and conditions for the  
provision of water and sewer service.

COPY

Posted: ledDept: S.A.Date: 12/10/07Time: 4:55

BEFORE THE 189832  
PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA

## COVER SHEET

DOCKET

NUMBER: 2007 - 286 - WS

(Please type or print)

Submitted by: John M.S. HoeferAddress: Post Office Box 8416Columbia, SC 29202SC Bar Number: 2549Telephone: 803-252-3300Fax: 803-771-2410

Other: \_\_\_\_\_

Email: jhoefer@willoughbyhoefer.com

NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

## DOCKETING INFORMATION (Check all that apply)

☐ Emergency Relief demanded in petition☐ Request for item to be placed on Commission's Agenda expeditiously☒ Other: \_\_\_\_\_

## INDUSTRY (Check one)

- ☐ Electric  
☐ Electric/Gas  
☐ Electric/Telecommunications  
☐ Electric/Water  
☐ Electric/Water/Telecom.  
☐ Electric/Water/Sewer  
☐ Gas  
☐ Railroad  
☐ Sewer  
☐ Telecommunications  
☐ Transportation  
☐ Water  
☒ Water/Sewer  
☐ Administrative Matter  
☐ Other: \_\_\_\_\_

## NATURE OF ACTION (Check all that apply)

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Affidavit                 | <input type="checkbox"/> Letter                            | <input type="checkbox"/> Request                   |
| <input type="checkbox"/> Agreement                 | <input type="checkbox"/> Memorandum                        | <input type="checkbox"/> Request for Certification |
| <input type="checkbox"/> Answer                    | <input type="checkbox"/> Motion                            | <input type="checkbox"/> Request for Investigation |
| <input type="checkbox"/> Appellate Review          | <input checked="" type="checkbox"/> Objection              | <input type="checkbox"/> Resale Agreement          |
| <input type="checkbox"/> Application               | <input type="checkbox"/> Petition                          | <input type="checkbox"/> Resale Amendment          |
| <input type="checkbox"/> Brief                     | <input type="checkbox"/> Petition for Reconsideration      | <input type="checkbox"/> Reservation Letter        |
| <input type="checkbox"/> Certificate               | <input type="checkbox"/> Petition for Rulemaking           | <input type="checkbox"/> Response                  |
| <input type="checkbox"/> Comments                  | <input type="checkbox"/> Petition for Rule to Show Cause   | <input type="checkbox"/> Response to Discovery     |
| <input type="checkbox"/> Complaint                 | <input type="checkbox"/> Petition to Intervene             | <input type="checkbox"/> Return to Petition        |
| <input type="checkbox"/> Consent Order             | <input type="checkbox"/> Petition to Intervene Out of Time | <input type="checkbox"/> Stipulation               |
| <input type="checkbox"/> Discovery                 | <input type="checkbox"/> Prefiled Testimony                | <input type="checkbox"/> Subpoena                  |
| <input type="checkbox"/> Exhibit                   | <input type="checkbox"/> Promotion                         | <input type="checkbox"/> Tariff                    |
| <input type="checkbox"/> Expedited Consideration   | <input type="checkbox"/> Proposed Order                    | <input type="checkbox"/> Other: _____              |
| <input type="checkbox"/> Interconnection Agreement | <input type="checkbox"/> Protest                           |  |
| <input type="checkbox"/> Interconnection Amendment | <input type="checkbox"/> Publisher's Affidavit             |  |
| <input type="checkbox"/> Late-Filed Exhibit        | <input type="checkbox"/> Report                            |  |

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Print Form

Reset Form

**WILLOUGHBY & HOEFER, P.A.**

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P.O. BOX 8416

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TRACEY C. GREEN  
SPECIAL COUNSEL

\*ALSO ADMITTED IN TX

December 10, 2007

**VIA HAND-DELIVERY**

The Honorable Charles L.A. Terreni  
Chief Clerk/Administrator  
**Public Service Commission of South Carolina**  
101 Executive Center Drive  
Columbia, South Carolina 29210

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2007 DEC 10 PM 2:54  
SC PUBLIC SERVICE  
COMMISSION

RE: Application of Utilities Services of South Carolina, Inc. for adjustment of rates and charges and modifications to certain terms and conditions for the provision of water and sewer service; Docket No. 2007-286-WS

Dear Mr. Terreni:

I am writing to you in reference to the public hearings held by the Commission in the above referenced matter. As you are aware, at the commencement of each hearing, Utilities Services of South Carolina, Inc. ("USSC") made a continuing objection to testimony consisting of unsubstantiated complaints regarding customer service, quality of service, or customer relations issues. The basis of this objection was that the receipt and reliance on such testimony would deny the applicant due process of law, permits complaint procedures established under law and Commission Regulations to be circumvented and is not a proper basis to determine just and reasonable rates. In responding to the objection, the Office of Regulatory Staff ("ORS") requested USSC to submit a letter to the Commission setting forth the specific portions of the testimony to which the Company objects, the reason for the Company's objection, and the identity of the speaker.

In accordance with ORS's request, USSC herein sets forth the portions of the testimony to which it objects. For the public hearing held in Rock Hill on November 7, 2007, USSC objects to the following:

Witness Brett Reed

Page 12, line 13 through Page 13, line 15  
Page 14, lines 8-11  
Page 14, lines 18-21

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Page 15, line 19 through Page 16, line 10

Page 16, lines 17-19

Page 16, lines 22-25

Page 17, lines 15-19

Page 17, line 22 through Page 18, line 22

Witness Brent Morehead

Page 19, lines 13-17

Witness Betty Aldridge

Page 24, line 20 through Page 26, line 3

Page 26, line 21 through Page 27, line 11

Witness Mark Kendrick

Page 28, lines 4-12

Witness Alexander George

Page 29, line 24 through Page 31, line 1

Page 31, line 17 through Page 32, line 9

Witness Mark Jennings

Page 32, lines 23-25

Page 34, lines 2-16

Witness Linda Hogan Fick

Page 35, line 21 through Page 40, line 21

Witness Earl Bridges

Page 50, lines 1-7

Witness Essmaeil Maghsood

Page 54, line 9 through Page 55, line 1

Page 55, line 21 through Page 57, line 13

Page 58, line 9 through Page 59, line 6

Page 60, line 2 through Page 61, line 15

Page 61, line 22 through Page 62, line 4

Witness Hardy Russell

Page 64, lines 9-12

Witness Steve DeGange

Page 67, line 21 through Page 68, line 4

Witness Stephanie DeGange

Page 70, line 1 through Page 71, line 18

Witness David Gill

Page 72, lines 13-21

Page 73, lines 2-7

Witness Kevin Rogers

Page 75, lines 10-17

Page 76, line 22 through Page 77, line 11

Witness Bill Bracken

Page 78, line 1 through Page 79, line 15

Witness Jim Knowlton

Page 81, line 11 through page 82, line 1

The Company also objects to the following Hearing Exhibits filed with the Commission at the Rock Hill hearing purporting to support or corroborate the portions of testimony to which USSC objects.

Hearing Exhibit #1 sponsored by Witness Linda Hogan Fick

Hearing Exhibit #2 sponsored by Witness Essmaeil Maghsood

For the public hearing held in Anderson on November 7, 2007, USSC objects to the following testimony:

Witness Kevin L. Bryant

Page 11, line 25 through Page 12, line 3

Page 12, lines 10-12

Witness Melanie Wilson

Page 24, line 22 through Page 25, line 1

Witness Brooks S. Brown, IV

Page 27, lines 3-6

Page 27, lines 13-18

Page 28, line 5 through Page 29, line 3

Page 29 lines 13-20

Witness William Cooke

Page 31, lines 4-12

Page 31, line 25 through page 32, line 2

Witness Scott Johnson

Page 41, line 21 through Page 42, line 23

Page 43, lines 13-17

Page 44, lines 9-21

Witness James Bredenkamp

Page 46, line 25 through Page 47, line 1

Witness David Loudin

Page 50, lines 1-3

Witness Lee Leary

Page 51, lines 13-16

Witness Catherine Adams

Page 54, lines 9-12

Witness Darrel Rogers

Page 56, line 24 through Page 57, line 8

Page 57, line 15 through Page 58, line 15

Page 58, line 22 through Page 60, line 5

Witness Anthony Thompson

Page 63, lines 7-11

Witness Mike Loftis

Page 64, line 19 through Page 65, line 1  
Page 65, lines 8-13

Witness Louise Chasteen

Page 71, lines 11-16

Witness Eugene Stucky

Page 75, lines 10-11  
Page 75, line 23 through Page 76, line 1

Witness Peter Kratz

Page 79, line 19 through Page 80, line 23  
Page 81, line 19  
Page 82, lines 19-24

Witness Larry Chatham

Page 84, line 23 through Page 85, line 22

Witness Ken Cheek

Page 91, line 21 through Page 92, line 8  
Page 92, lines 18-25

The Company also objects to the following Hearing Exhibit filed with the Commission at the Anderson hearing purporting to support or corroborate the portions of testimony to which USSC objects:

Hearing Exhibit #3 sponsored by Witness Kevin L. Bryant

The objection to the above referenced portions of testimony and the related exhibits is generally based upon USSC's assertion that these statements relate to unsubstantiated complaints. In most or all cases, the customers' testimony does not reflect the timeframe of the issues complained of, whether the customers complained to the company, or whether the customers filed a formal complaint with the Commission. Additionally, USSC has approximately 6,854 water customers and 376 wastewater customers. Of these, only 44 customers, or 0.61%, testified before the Commission. This level of customer complaints is de minimis and immaterial and is, therefore, not an appropriate reflection of the Company or its services.

If you need any additional information, please do not hesitate to contact me. With best regards, I am,

Sincerely,

**Willoughby & Hoefer, P.A.**

  
John M.S. Hoefer

cc: Jeffrey M. Nelson, Esquire

**BEFORE**  
**THE PUBLIC SERVICE COMMISSION OF**  
**SOUTH CAROLINA**

**DOCKET NO. 2007-286-WS**

IN RE:

Application of Utilities Services of  
South Carolina, Inc. for adjustment of  
rates and charges and modifications to  
certain terms and conditions for the  
provision of water and sewer service.

**CERTIFICATE OF SERVICE**

This is to certify that I have caused to be served this day one (1) copy of **Applicant's**  
**Objection to Customer Testimony** by placing same in the care and custody of the United States  
Postal Service with first class postage affixed thereto and addressed as follows:

Jeffrey M. Nelson, Esquire  
**Office of Regulatory Staff**  
1441 Main Street, 3<sup>rd</sup> Floor  
Columbia, South Carolina 29201

Clark Fancher  
Clark Fancher

Columbia, South Carolina  
This 10<sup>th</sup> day of December, 2007.

**RECEIVED**  
**2007 DEC 10 PM 2:55**  
**SC PUBLIC SERVICE**  
**COMMISSION**